

Managing Others Through Change (MOTC)

COURSE NUMBER **FAA01246**

For information about this course, contact:
 FAA Program Manager: Shepherd Curl
 (386) 446-7132

DESCRIPTION AND LEARNING STRATEGY

As technology and our effectiveness increase so does the speed of change. As leaders, you are called upon to support significant organizational change and look for more effective ways to solve the complex problem of ensuring organizational success. Leaders must also manage the perhaps more difficult challenge of helping others to accept new directions, with shifting objectives, and ambiguous parameters. This workshop addresses that challenge.

This workshop introduces information to support leaders in moving others through the resistance stage of change. Interactive lecture, participant discussions, and skill practice sessions will help participants: identify causes for resistive behaviors, develop their inquiry skills as a tool for understanding such behavior, and practice strategies for working with resistors in the workplace. Consistent with CMEL's *Managing Change* course, this workshop focuses on the resistance stage, and supports participants in accepting that both change and resistance to it are natural consequences of growth and time.

OBJECTIVES

- Recognize resistive behaviors.
- Use inquiry skills to understand the causes of resistive behavior.
- Identify strategies for supporting others in overcoming resistance to change.

KEY COMPETENCIES

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| <ul style="list-style-type: none"> • Agility • Building Teamwork and Cooperation • Building a Model EEO Program • Communication • Developing Talent • Integrity and Honesty | <ul style="list-style-type: none"> • Interpersonal Relations and Influence • Managing Organizational Performance • Problem Solving • Strategy Formulation • Vision |
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CLASS SIZE

24 participants

LENGTH

4 hours

(Class times may vary.)

LOCATION

Customer site or
 FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

Leaders and employees working in a changing environment

ENROLLMENT

To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Managing Change
 (FAA01306)